

	L #	Hits	Search Text
1	L1	201	acd and pstn and (web internet www)
2	L2	207	acd and pstn and (web internet www)
3	L3	102	2 and time near (lenght interval period\$3)
4	L4	11	2 and time near (lenght interval period\$3) with (queue\$3 buffer\$3)
5	L5	39	2 and simulat\$3 and conferenc\$3
6	L6	24	5 and queue\$3 with tim\$3
7	L7	32	(4 6) and agent
8	L8	13	(4 6) and agent near10 assign\$3
9	L9	10	(4 6) and agent near assign\$3
10	L10	4	(4 6) and agent near assign\$3 and tim\$3 near (lenght interval period\$3) with (queue\$3 buffer\$3)
11	L11	1	10 and (multimedia audio voice text video) and (realtime real adj time)
12	L13	4	10 and ((multimedia audio voice text video) or (realtime real adj time))
13	L14	4	13 and (dummy temporary delay\$3 hold\$3 wait\$3)

	L #	Hits	Search Text
1	L1	187	(internet web www) and (acd automatic adj distributor) and pstn
2	L2	160	1 and agent
3	L3	48	2 and caller and queue and (estimat\$3 analy\$6 predict\$3 calculat\$3) and (realtime real adj time online) and (automatic\$4 dynamic\$4 intelligent\$2 interactive\$2)
4	L4	45	3 and ("1999" "1998" "1997" "1996" "1995" "1994" "1993" "1992" "1991" "1990").ay.
5	L5	40	4 and (time adj length interval period\$2 cycle schedul\$3 time adj live)
6	L6	36	5 and routing same (pstn acd internet web www network)
7	L7	24	6 and simulat\$3
8	L8	4	7 and (estimat\$3 analy\$6 predict\$3 calculat\$3) with (realtime real adj time online)
9	L9	11	7 and (estimat\$3 analy\$6 predict\$3 calculat\$3) same (realtime real adj time online)

	L #	Hits	Search Text
1	L1	11529	(709/2\$\$).CCLS.
2	L2	324	1 and control\$4 with sensor
3	L3	35	2 and (java\$5 applet)
4	L4	25	3 and (object event software menu) with (service drive\$2)
5	L5	25	4 and (client server web internet browser html)